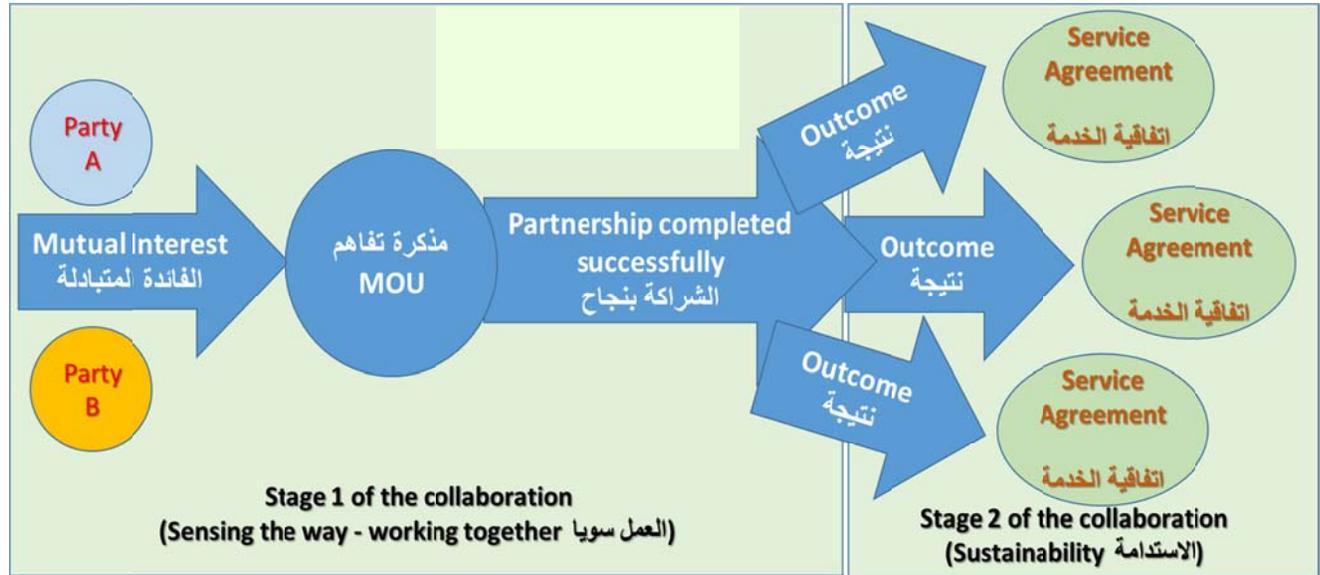
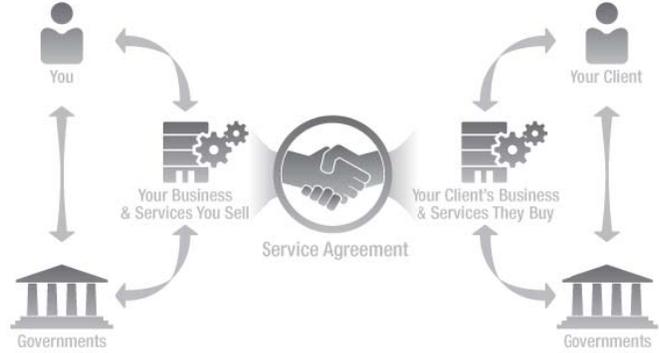


## The Basics of Service Agreement (SA)

A **service** is the provision of a specific output, including information, that addresses one or more needs of an intended recipient and contributes to the achievement of an outcome.

A service agreement normally follows a successful Memorandum of Understanding (MOU) implementation. An MOU is an early framework with a key element of creating mechanisms dealing with pre-contractual issues and future services and to what degree of comfort that a deal is possible before the parties incur further expense<sup>1</sup>.



In general, it is important to seek advice about the terms of the MoU and service agreement to find out what legal effect it has prior signing the agreement papers.

<sup>1</sup> <http://www.storagecraft.com/blog/service-agreements-part-one/>

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## Sample

### Service Agreement (SA) اتفاقية الخدمة

#### Between [Party A] and [Party B],...

#### 1. Recitals ("Whereas" and "Therefore" Statements)

This section typically describes the mandates or capabilities of the parties involved and the overall goal of the agreement. For example, "Whereas Party A and Party B have entered into agreement governing a range of XXXXXXXXXX services" and "Whereas Party B requires XXXXXXXXXX services for the following properties. [Specify properties]" therefore "Party A agrees to provide XXXXXXXXXX services to Party B accordance with the following terms and conditions".

#### 2. Commencement بدء and Duration مدة

This section outlines the start and end dates of the agreement. The agreement may be renewed if agreed to by both parties. It should be reviewed at regular intervals by both parties to ensure its effectiveness and appropriateness and to make adjustments as required.

#### 3. Definitions التعاريف

This section includes any definitions that may be required to ensure the language of the agreement is understood and meaningful to the parties to the agreement.

#### 4. Scope نطاق

This section defines the details of the service being requested and the business objectives being sought. These should align with the vision, strategies, and outcomes described in the MOU. This section should include:

- **Service(s) خدمة (خدمات):** Identify the service or services that are covered by this agreement and ensure alignment to the MOU.
- **Service Scope نطاق الخدمة:** Describe the scope of the service in terms that are clear and unambiguous to both service recipient and service provider. Include a definition of any service bundles chosen by the client and channels through which services will be delivered. Define channels to be utilized and designation of priority channels if applicable.
- **Resource Requirements متطلبات الموارد:** Identify resources to be provided by the parties to the agreement to enable the service to be executed, such as training.

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- **Service Assumptions** افتراضات الخدمة: Identify any planning or delivery assumptions made by either party.
- **Relative Roles and Responsibilities** الأدوار والمسؤوليات النسبية: Identify the specific roles and responsibilities to be assumed by each party. As necessary, this section will also outline how key planning and financial decisions will be made. Roles and responsibilities should be linked to the service level and performance targets to be achieved.
- **Location** الموقع: If applicable, include the operating centers and the front-line delivery locations for the service covered by the agreement.
- **Scope Amendments and Authorities** نطاق التعديلات و السلطة: Identify individuals who may authorize changes to the scope of service and the process to effect such changes, as well as any associated changes to the financial arrangements.

## 5. Service Levels and Performance Targets مستويات الخدمة و أهداف الأداء

This section describes specific service levels or performance targets to be achieved by the service provider once the service has been clearly defined. There may be multiple service level targets per service. Targets are to be stated in business terms and understandable to the client receiving the service. Typically, service level targets focus on service availability, time to recover or repair, cost effectiveness, end-user response time, accessibility, accuracy, and client satisfaction measurements. The following information is typically used to describe a service level target:

- Definition تعريف
- Timeframe إطار زمني
- Assumptions الافتراضات
- Responsibilities المسؤوليات (for both program owner and service provider)
- Service level مستوى الخدمة
- Measurement formula صيغة قياس
- Key performance indicators مؤشرات الأداء الرئيسية
- Measurement reporting period الفترة المشمولة بالتقرير القياس
- Data sources مصادر البيانات
- Escalation التصعيد
- Contractual exceptions استثناءات
- Penalty/bonus definition and formula صيغة الغرامات

## 6. Common Service Level Targets أهداف مستوى الخدمة المشتركة

- Business Availability وفترة الأعمال / تعطيل Disruption
  - Measures availability / downtime of systems and services قياس الوفرة / تعطل النظم والخدمات
- Reporting إعداد التقارير
  - Timeliness (for example, receive report within three (3) days of month end) المدة الزمنية
  - Completeness (100% of required information included)
  - Accuracy (spot audits - 99% accuracy)
- Financial and Accounting المالية و المحاسبة
  - Cost of the services provided relative to planned expenditures

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- Operational Measures التدابير التشغيلية
  - Response times and "time to fix"
  - Number of incidents / شكاوي / حوادث
  - Continuous improvement تحسين مستمر. For example, state as a percentage of reduction in use of resources.
  - Compliance with preventative maintenance الصيانة الوقائية plans for technological equipment utilized المعدات التكنولوجية المستخدمة in the provision of services. For example, in the case of technical failures, bring equipment back to 100% level of service within a specified timeframe.
  - Business resumption and disaster recovery الكوارث من التعافي plans for services and systems
- Compliance
  - Adherence to legislation and standards الالتزام بالتشريعات والمعايير

## 7. Operational Considerations اعتبارات التشغيل

This section deals with key operational considerations related to the service in question. Examples include privacy, security, infrastructure or technical requirements, work sharing arrangements if applicable, signing authorities, and disclosure and use of information.

## 8. Performance Tracking and Reporting تتبع الأداء والإبلاغ

This section describes how the services will be measured and reported and processes that will be enacted based on a comparison of results with service level objectives.

This section should describe the distribution and frequency of performance reporting and include a schedule of review meetings if applicable. Individuals responsible for performance tracking and reporting should be identified. The process through which service improvements will be determined and executed in response to performance deficiencies should be described including the authorities required to proceed with the identified changes.

## 9. Financial Arrangements الترتيبات المالية

This section describes all aspects of the financial arrangement between the client and provider. The items typically covered include the fee structures or resource pooling arrangements, any incentive pricing, investments in service enhancements, cost transparency, variances and adjustments, and settlement arrangements. This section is aligned with the MOU. Any financial consequences resulting from performance deficiencies should be clearly described. It should also include a description of the amendment process, if applicable, and identify the responsible individuals.

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## 10. Implementation **التنفيذ**

This section identifies the approach and timeframes for the phases and stages of the implementation process, including detailed planning, service management, service delivery, and when the parties expect the service to become operational. It should also identify when designated officials expect to review the effectiveness of the relationship, prior to continuing or including additional services.

## 11. Security / Access to Information and Privacy **الأمن / الوصول إلى المعلومات و الخصوصية**

This section identifies the service provider's requirements regarding privacy and security of data, information, and access with respect to any and all services identified in the SLA, and also covers the service provider's compliance in meeting, or exceeding, these requirements.

## 12. Dispute Management **إدارة النزاع**

This section describes the dispute resolution process and procedures to be applied for each service identified. The process that will be used to define a problem or incident should be identified. The escalation process should also be identified as well as all responsible personnel.

## 13. Designated Officials **المسئولون المعينون**

This section identifies who in each party will be accountable for the implementation and for the operation of the service. It may also establish committees and decision-making bodies if necessary.

## 14. Signatories **الموقعين**

By signing below, Approvers indicate their acceptance of all terms and conditions outlined in this Agreement.

Approvers	Name Title	Approval Date
[Signature]		[YYYY-MM-DD]
[Signature]		[YYYY-MM-DD]

## 15. Agreement Termination Signatories **الموقعون إنهاء الاتفاق**

Approvers	Name Title	Approval Date
[Signature]		[YYYY-MM-DD]
[Signature]		[YYYY-MM-DD]

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